

OPERATIONS SECTION CHIEF

The Operations Section Chief is responsible for coordinating all operations directly related to the response efforts. The Operations Section Chief activates and supervises the organizational elements in accordance with the EMO Action Plan and directs its execution. The Operations Section Chief also requests and releases resources and makes expedient changes to the EMO Action Plan as necessary.

This chapter explains the function and responsibilities of the Operations Section Chief within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. Depending upon the nature of the incident, the Director of Public Safety or Public Works generally serves as the Operations Section Chief. Within the SEMS/NIMS structure, the Operations Section Chief reports to the DES, coordinates all operations directly applicable to the primary mission and should work closely with other Section Chiefs.

OBJECTIVES

- ✧ Manage and coordinate the City's tactical responses.
- ✧ Prepare alternative strategies for procurement and resource management.
- ✧ Predict probable resource needs.

RESPONSIBILITIES

- ✧ Ensure that the Operations Section functions are addressed, including the coordination of response for all operational functions assigned to the EMO.
- ✧ Ensure that operational objectives and assignments identified in the EMO Action Plan for the Operations Section are carried out effectively.
- ✧ Exercise overall responsibility for the coordination of activities within the Operations Section.
- ✧ Report to the DES on all critical activities that pertain to the Operations Section.

Start Up Duties

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the DES.
- ✓ Obtain a briefing on the situation.
- ✓ Set up a work station, including maps and status boards. Use Operations Section Chief EOC kit and on-site supplies.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Establish the appropriate level of organization within the Operations Section, by continuously monitoring the effectiveness of the organization. Request support as needed.
- ✓ Activate organizational elements within the Operations Section as needed and designate leaders for each element:
 - Public Safety
 - Public Works
 - Construction/Engineering
 - Medical
 - Care and Shelter
- ✓ Instruct Operations Section to document significant issues on the EOC event log; and maintain all required records and information to support the history of the emergency and the After Action Report:
 - Messages received
 - Actions taken
 - Decisions, justifications and documentation
 - Requests filled
 - EMO personnel, time on duty and assignments
- ✓ Use face-to-face communication in the EOC whenever possible.
- ✓ Confer with the DES to ensure that Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- ✓ Meet with Information Systems to obtain briefing on internal and external communications capabilities and restrictions.

- ✓ Establish operating procedures with Information Systems for use of telephone and radio networks. Make any priorities or special requests known.
- ✓ Establish radio or cell phone communications with Incident Commander(s) operating in the City and coordinate accordingly.
- ✓ Identify a liaison from Operations Section to help Dispatch prioritize calls for service.
- ✓ Meet with Planning/Intelligence Section Chief. Obtain and review any major incident reports.
- ✓ Obtain from the Planning/Intelligence Section additional field operational information that may pertain to or affect Operations Section.
- ✓ Review responsibilities of Branches in the Operations Section. Develop plan for carrying out all responsibilities.
- ✓ Advise DES of Operations Section activities.
- ✓ Based on the situation as known or forecast, determine the needs of the Operations Section.
- ✓ Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.

Operational Duties

- ✓ Carry out responsibilities of the Operations Section Branches/Units that are not currently staffed.
- ✓ Maintain a log of decisions, actions and messages.
- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Operations Section. With assembled personnel clearly establish action items to be accomplished.
- ✓ Keep abreast of situations and resources associated with the Operations Section; ensure Branch Leaders provide appropriate and current information to the Situation Status Unit to be displayed on the white boards.
- ✓ Ensure that Operations Section event logs and other required documentation are maintained by the Branches.
- ✓ Anticipate potential situation changes in all Operations Section planning.

- ✓ Maintain radio and cell phone communications with Incident Commander(s) in the City, and coordinate accordingly.
- ✓ Ensure that each Branch develops, if necessary a safety plan for assigned tasks.
- ✓ Ensure essential facilities and transportation routes are safe for emergency response personnel and equipment. Coordinate with the Facilities and Transportation Units in the Logistics Section.
- ✓ Maintain current displays associated with Operations Section. Ensure that information reports and displays prepared are concise and understandable.
- ✓ Provide situation and resources information to the Planning/Intelligence Section as the often as the incident requires.
- ✓ Reinforce the use of proper procedures for media contacts. Ensure that all contacts with the media are coordinated with the Public Information Officer.
- ✓ Conduct periodic briefings for the Operations Section. Ensure that all Branches are aware of priorities. Determine if there are unmet needs or problems.
- ✓ Ensure internal coordination occurs among Branches.
- ✓ Work closely with the Planning/Intelligence Section Chief to develop an EMO Action Plan.
- ✓ Work closely with each Branch Leader to ensure Operations Section objectives as defined in the current EMO Action Plan are being addressed.
- ✓ Ensure that intelligence information from Branch Leaders is made available to the Planning/Intelligence Section.
- ✓ Determine activation status of other EOCs in the Operational Area and establish communication links with their Operations Sections, if necessary.
- ✓ Determine the need for mutual aid.
- ✓ Ensure that all fiscal and administrative requirements are coordinated through Finance Section (i.e., notification of any emergency expenditure, daily time sheets).
- ✓ Brief DES on major problem areas that now need or will require solutions.
- ✓ Brief Branch Leaders periodically on any updated information.
- ✓ Share status information with other Sections as appropriate.

- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Authorize deactivation of the organization elements within the Operations Section when no longer required.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure that all required forms, event logs and reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial records; forward copies to the Finance Section.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Provide a contact number for where you can be reached before leaving the EOC.

PUBLIC SAFETY BRANCH/POLICE

The role of the Public Safety Branch/Police is to preserve life and property by ensuring the maintenance of law and by ordering and providing for timely and coordinated evacuation of the population as necessary.

A member of Public Safety's management staff generally serves as the Public Safety Branch/Police Leader. This chapter explains the function and responsibilities of the Public Safety Branch/Police within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. Within the SEMS/NIMS structure, the Public Safety Branch/Police Leader reports to the Operations Section Chief, coordinates Public Safety Branch/Police activities and should work closely with the other Operations Section Branches and the Logistics Section.

OBJECTIVES

- ✧ Maintain law and order.
- ✧ Enforce laws and control crowds.
- ✧ Protect life and property.
- ✧ Coordinate security, public evacuations, access control and other related law enforcement activities for large-scale emergencies.

RESPONSIBILITIES

- ✧ Coordinate law enforcement operations.
- ✧ Alert and notify the public of an impending or existing emergency within the City.
- ✧ Coordinate public evacuation as necessary.
- ✧ Coordinate traffic control operations.
- ✧ Develop requirements for field units to report property damage, injuries, and critical events.
- ✧ Provide security for personal effects and assist with identification of deceased.
- ✧ Support search and rescue operations.

- ✱ Coordinate and manage crowd control.
- ✱ Provide security at mass care facilities.
- ✱ Coordinate with Logistics Section for the procurement and allocation of critical public and private security, transportation and other resources required to support response operations.
- ✱ Coordinate request for and reception of law enforcement mutual aid, as needed.
- ✱ Track law enforcement mutual aid resources that are being dispatched out of the City.
- ✱ Establish and maintain liaison with Coroner Services.
- ✱ Ensure law enforcement interests are represented in EMO policy and priority-setting discussions.
- ✱ Render assistance to the community as required.

Start Up Duties

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to Operations Section Chief.
- ✓ Obtain a briefing on the situation.
- ✓ Set up a work station, including maps and status boards. Use the Public Safety Branch/Police EOC kit and on-site supplies.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Determine current status of Public Safety Branch/Police operations and resources.
- ✓ Brief and assign tasks to the Public Safety Branch/Police.
- ✓ Use face-to-face communication in the EOC, whenever possible.
- ✓ Ensure that all on-duty police personnel are alerted and notified of the current situation.
- ✓ Ensure that all off-duty police personnel are notified of call-back status in accordance with current department emergency procedures.
- ✓ Ensure police personnel have completed status checks on equipment, facilities, and operational capabilities.
- ✓ Alter normal patrol procedures to accommodate the emergency situation.

Operational Duties

- ✓ Maintain a log of decisions, actions and messages.
- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Public Safety Branch/Police. Clearly establish action items to be accomplished with assembled personnel.

- ✓ Maintain contact with established department control points and work/control/dispatch centers to coordinate resources and response personnel.
- ✓ Obtain detailed information on critical incidents for the Operations Section Chief and Public Information Officer.
- ✓ Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposure, etc.) to the appropriate EMO Operations Branch.
- ✓ Assist in the development of the objectives for the Operations Section EMO Action Plan in support of field/EOC operations.
- ✓ Coordinate and provide for traffic flow in congested areas.
- ✓ Evaluate and modify priority and response system as needed.
- ✓ Protect critical facilities and supplies.
- ✓ Maintain close communications with the Incident Commander(s).
- ✓ Notify and alert the public of hazardous conditions.
- ✓ Provide briefing for incoming police personnel.
- ✓ Modify staffing pattern as dictated by conditions.
- ✓ Ensure that relief staff is provided as needed.
- ✓ Evaluate the need for mutual aid.
- ✓ Provide information to the Public Information Officer on matters relative to public safety. (Include data on safe routes of travel, available transportation, etc.)
- ✓ Impose curfew, as directed by the Operations Section Chief and Management Section. (Reference Penal Code Section 409).
- ✓ Take required animal control measures.
- ✓ Verify that security is enforced within detention facilities. Relocate to County facility, if necessary.
- ✓ Assist in search and rescue operations.
- ✓ Manage the relocation of people to safe areas when necessary.

- ✓ Provide traffic control for evacuation; and reentry into the affected area when safe.
- ✓ Coordinate with field units to determine capacity and safety of evacuation routes.
- ✓ Provide security for damaged or evacuated areas.
- ✓ Establish access controls to evacuated areas.
- ✓ Provide security and crowd control services at mass care facilities.
- ✓ Coordinate feeding/sheltering of police personnel with Logistics Section.
- ✓ Keep Operations Section Chief abreast of Public Safety/Police Branch activities.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Authorize the deactivation of the organization elements of the Public Safety Branch/Police when no longer required.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure that all required forms, event logs or reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial records; forward copies to the Finance Section.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Provide a contact number as to where you can be reached before leaving the EOC.

PUBLIC SAFETY BRANCH/FIRE

The role of the Public Safety Branch/Fire is coordinate to fire, emergency medical, hazardous materials and search and rescue elements of the incident.

This chapter explains the function and responsibilities of the Public Safety Branch/Fire within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. A member of the Public Safety management staff generally serves as the Public Safety Branch/Fire Leader. Within the SEMS/NIMS structure, the Public Safety Branch/Fire Leader reports to the Operations Section Chief, coordinates the Public Safety Branch/Fire activities and should work closely with other Operations Section Branches and the Logistics Section.

OBJECTIVES

- ✧ Coordinate fire fighting and search and rescue resources
- ✧ Extinguish all fires
- ✧ Conduct search and rescue operations
- ✧ Administer basic and advanced life support
- ✧ Coordinate medical transportation
- ✧ Control hazardous materials incidents/radiological accidents

RESPONSIBILITIES

- ✧ Coordinate fire, emergency medical, hazardous materials and search and rescue operations.
- ✧ Establish and maintain communications with Fire Command as appropriate.
- ✧ Obtain regular status reports on the fire situation.
- ✧ Ensure that fire interests are represented in EMO policy and priority-setting discussions.
- ✧ Render assistance to the community as required.

Start Up Duties

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to Operations Section Chief.
- ✓ Obtain a briefing on the situation.
- ✓ Set up a work station, including maps and status boards. Use the Public Safety Branch/Fire EOC kit and on-site supplies.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Use face-to-face communication in the EOC, whenever possible.
- ✓ Ascertain structural safety and status of fire stations.
- ✓ Reallocate equipment and activate reserve or supplementary equipment as needed.
- ✓ Ascertain status of fire fighting water systems throughout the City.
- ✓ Determine current status of Public Safety Branch/Fire operations and resources.
- ✓ Brief and assign tasks to the Public Safety Branch/Fire.
- ✓ Ensure that all on-duty fire personnel are alerted and notified of the current situation.
- ✓ Ensure that all off-duty fire personnel are notified of call-back status in accordance with current department emergency procedures.
- ✓ Ensure fire personnel have completed status checks on equipment, facilities, and operational capabilities.
- ✓ Alter normal fire procedures to accommodate the emergency situation.

Operational Duties

- ✓ Maintain a log of decisions, actions and messages.

- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Public Safety Branch/Fire. Clearly establish action items to be accomplished with assembled personnel.
- ✓ Maintain contact with established department control points and work/control/dispatch centers to coordinate resources and response personnel.
- ✓ Obtain detailed information on critical incidents for the Operations Section Chief and Public Information Officer.
- ✓ Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposure, etc.) to the appropriate EMO Operations Branch.
- ✓ Assist in the development of the Operations Section objectives for the EMO Action Plan in support of field/EOC operations.
- ✓ Evaluate and modify priority and response system as needed.
- ✓ Protect critical facilities and supplies.
- ✓ Coordinate the activation of Multipurpose Staging Area. Select location convenient to incident.
- ✓ Ensure that all emergency equipment has been moved to safe areas to prevent damage.
- ✓ Maintain close communications with the Incident Commander(s).
- ✓ Request Public Safety/Police Branch to establish access controls to damaged areas.
- ✓ Establish safety inspection protocols.
- ✓ Ensure that incident facilities are established to coordinate incoming fire mutual aid resources.
- ✓ Determine with the help of the Planning/Intelligence Section, if current and forecast weather conditions will affect the fire and rescue operations.
- ✓ Establish marking system for searched buildings to prevent duplication of effort.
- ✓ Determine priority in the search and rescue area considering damage assessment and available resources.

- ✓ Organize response operations to rescue trapped and injured persons and administer emergency first aid.
- ✓ Request an evacuation of any facility or area reported to be unsafe because of damage, developing fires, flooding or other hazards.
- ✓ Assist in evacuating persons as necessary.
- ✓ Continually update status of rescue sites.
- ✓ Ensure that debris is cleared from preplanned emergency routes used to support fire and rescue activities.
- ✓ Establish communication links to all rescue teams.
- ✓ Work with the Public Information Officer to notify and alert the public of hazardous conditions.
- ✓ Provide briefing for incoming fire personnel.
- ✓ Modify staffing pattern as dictated by conditions.
- ✓ Ensure that relief staff is provided as needed.
- ✓ Evaluate the need for mutual aid.
- ✓ Provide information to the Public Information Officer on matters relative to public safety. (Include data on safe routes of travel, available transportation, etc.)
- ✓ Determine the impact of the emergency on Public Safety's fire operational capability.
- ✓ Evaluate resource availability within the City and initiate mutual aid as necessary.
- ✓ Coordinate request for and reception of fire mutual aid, as needed.
- ✓ Track fire and rescue resources being used within and dispatched out of the City.
- ✓ Coordinate with field units to determine capacity and safety of evacuation routes.
- ✓ Coordinate feeding/sheltering of fire personnel with Logistics Section.
- ✓ Keep Operations Section Chief abreast of Public Safety/Fire Branch activities.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.

- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Authorize the deactivation of the organization elements of the Public Safety Branch/Fire when no longer required.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure that all required forms, event logs or reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial records; forward copies to the Finance Section.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Provide a contact number as to where you can be reached before leaving the EOC.

PUBLIC WORKS BRANCH

The Public Works Branch manages all public works operations and inspects and maintains public facilities. Additional responsibilities also include: inspecting damaged structures, supporting utility restoration, assisting Public Safety in the resolution of traffic control issues and implementing the debris removal plan.

This chapter explains the function and responsibilities of the Public Works Branch within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The Field Services Superintendent from Public Works or designee generally serves as the Public Works Branch Leader as specified in the emergency plan. Within the SEMS/NIMS structure, the Public Works Branch Leader reports to the Operations Section Chief, coordinates the Public Works Branch activities and should work closely with other Operations Section Branches and the Logistics Section.

OBJECTIVE

- ✧ Coordinate the allocation of Public Works resources required for provision of water and sewage services, debris clearance, route recovery and other engineering services.
- ✧ Support other response activities, such as search and rescue, traffic control operations and damage assessment.

RESPONSIBILITIES

- ✧ Coordinate the restoration of utility services, clear debris and open roadways.
- ✧ Repair essential roads, bridges, overpasses, underpasses and tunnels.
- ✧ Support damage assessment activities.
- ✧ Clear debris and open City facilities.
- ✧ Support mass care efforts.
- ✧ Conduct flood mitigation operations.
- ✧ Support traffic control operations in coordination with the Public Safety Branch/Police.
- ✧ Conduct emergency construction and repair operations.

- ✧ Support rescue operations in coordination with the Public Safety Branch/Fire.
- ✧ Determine available equipment, personnel, and technical expertise resources in support of the incident.
- ✧ Track status and commitment of critical equipment and personnel within the City.
- ✧ Monitor damage assessment information and provide updates to the appropriate EMO function.
- ✧ Ensure Public Works interests are represented in EMO policy and priority-setting discussions.
- ✧ Render assistance to the community as required.

Start Up Duties

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the Operations Section Chief.
- ✓ Obtain a briefing on the situation.
- ✓ Set up a work station, including maps and status boards. Use the Public Works Branch EOC kit and on-site supplies.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Determine current status of Public Works operations and resources.
- ✓ Brief and assign tasks to the Public Works Branch.
- ✓ Ensure that all on-duty public works personnel are alerted and notified of the current situation.
- ✓ Ensure that all off-duty public works personnel are notified of call-back status in accordance with current department emergency procedures.
- ✓ Ensure public works personnel have completed status checks on equipment, facilities, and operational capabilities.
- ✓ Alter normal patrol procedures to accommodate the emergency situation.

Operational Duties

- ✓ Check and maintain back-up power in the EOC.
- ✓ Maintain a log of decisions, actions and messages.
- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Public Works Branch. Clearly establish with assembled personnel action items to be accomplished.

- ✓ Maintain contact with established department control points and work/control/dispatch centers to coordinate resources and response personnel.
- ✓ Obtain detailed information on critical incidents for the Operations Section Chief and Public Information Officer.
- ✓ Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposure, etc.) to the appropriate EMO Operations Branch.
- ✓ Assist in the development of the objectives for the Operations Section objectives EMO Action Plan in support of field/EOC operations.
- ✓ Check essential facilities to determine the extent of damage and their ability to operate.
- ✓ Ascertain status of essential utilities. Report and coordinate information with appropriate the EMO Section.
- ✓ Ensure that essential equipment is moved to safe areas.
- ✓ Receive and process all requests for Public Works resources.
- ✓ Ensure that significant events are tracked in the EOC and matched against resources.
- ✓ Integrate mutual aid personnel and/or volunteers into Public Works operations as necessary.
- ✓ Track costs associated with actions.
- ✓ Determine priorities for Public Works Branch activities.
- ✓ Allocate personnel and equipment in accordance with established priorities.
- ✓ Provide essential information to the Status Unit.
- ✓ Coordinate with utilities to restore essential services to critical facilities.
- ✓ Obtain Public Works resources through the Logistics Section or mutual aid.
- ✓ Allocate available resources based on requests and EOC priorities.
- ✓ Organize heavy equipment crews to assist in rescue of trapped people.
- ✓ Organize crews to clear debris that hinders emergency response activities.

- ✓ Mobilize personnel, equipment and vehicles at designated Multipurpose Staging Areas.
- ✓ Provide barricades for traffic and access controls.
- ✓ Repair damage to essential routes.
- ✓ Ensure sources of potable water and sanitary sewage systems are protected from effects of potential hazards.
- ✓ Construct temporary pipelines for distribution of potable water where needed.
- ✓ Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- ✓ Activate debris removal plan to facilitate clean up within the City.
- ✓ Clear debris from waterways to prevent flooding.
- ✓ Coordinate the feeding/sheltering of public works personnel with Logistics Section.
- ✓ Keep Operations Section Chief abreast of Public Works' activities.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Authorize deactivation of the organization elements within the Public Works Branch when no longer needed.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure that any required forms, event logs and reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial records; forward copies to Finance Section.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.

- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Provide a contact number as to where you can be reached before leaving the EOC.

PUBLIC WORKS /CONSTRUCTION UNIT

(Structural Assessment)

The Public Works Branch/Construction Unit coordinates the inspection of private and commercial structures following a major emergency. Typically the Public Works Branch/Construction Unit determines the structural integrity, safe usage of buildings and upon repair of the structures continued building code compliance.

This chapter explains the function and responsibilities of the Public Works Branch/Construction Unit within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The Director of Community Development or designee and selected staff from Community Development generally serve on the Public Works Branch/Construction Unit as specified by the emergency plan. Within the SEMS/NIMS structure, the Public Works Branch/Construction Unit reports to the Operations Section Chief and should work closely with the Engineering Unit, Planning and Intelligence and Logistics Sections.

OBJECTIVES

- ✧ Survey and report structural damage in the City.
- ✧ Inspect and post structures as safe or unsafe to enter.

RESPONSIBILITIES

- ✧ Survey and report structural damage within the City.
- ✧ Keep the Operations Section Chief informed of damage assessment activities.
- ✧ Ensure staff understands the ATC-20 (Applied Technology Council) reporting forms and requirements.
- ✧ Review Standard Operating Procedures for the Public Works Branch/Construction Unit.
- ✧ Report damage to Santa Clara County Operational Area via Planning/Intelligence Section.
- ✧ Update damage estimates as requested.
- ✧ Maintain a master map and list of damage in the City.
- ✧ Manage the demolition of designated structures.

- ✱ Coordinate with Operations Section for the inspection of designated public shelters.
- ✱ Ensure construction interests are represented in EMO policy and priority-setting discussions.
- ✱ Render assistance to the community as required.

Start Up Actions

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the Operations Section Chief.
- ✓ Obtain a briefing on the situation.
- ✓ Set up a work station, including maps and status boards. Use the Public Works Branch/Construction Unit EOC kit and on-site supplies.
- ✓ Review position responsibilities.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Review the City's policy for what level of inspection will be required before a structure is allowed to be used.
- ✓ Establish a communication network.
- ✓ Determine current status of Public Works Branch/Construction Unit operations and resources.
- ✓ Brief and assign tasks to the Public Works Branch/Construction Unit.

Operational Duties

- ✓ Maintain a log of actions, decisions and messages.
- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Public Works Branch/Construction Unit. Clearly establish action items to be accomplished with assembled personnel.
- ✓ Maintain contact with established department control points and work/control dispatch enters to coordinate resources and response personnel.
- ✓ Obtain detailed information on critical incidents for the Operations Section Chief and Public Information Officer.

- ✓ Assist in the development of the objectives for the Operations Section EMO Action Plan in support of field/EOC operations.
- ✓ Determine priorities for inspection of City and community buildings by using the Assessment Priorities List.
- ✓ Ensure that damage and safety assessments are being carried out for both public and private facilities.
- ✓ Allocate personnel and equipment according to established priorities.
- ✓ Request mutual aid, as needed.
- ✓ Dispatch inspectors to survey damaged buildings and structures critical to emergency operations and public safety.
- ✓ Conduct rapid evaluation of structures and post condition of the structures using the color-coded ATC-20 signs.
- ✓ Conduct detailed evaluation of inspected structures, if required.
- ✓ Document and photograph inspected facilities.
- ✓ Provide the results of rapid evaluation and estimate of damage to the staff (for tracking and recording) in the EOC.
- ✓ Work with Procurement Team to obtain and allocate materials supporting the emergency operations.
- ✓ Advise DES when it is necessary to evacuate a building due to hazardous conditions.
- ✓ Coordinate the inspection of designated public shelters with Care & Shelter Unit.
- ✓ Assist with cordoning off areas around hazardous structures.
- ✓ Activate public, contractual and volunteer forces, if necessary.
- ✓ Provide information about hazardous structures to the Planning/Intelligence Section.
- ✓ Keep Operations Section Chief abreast of Public Works/Construction Branch activities.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Authorize the deactivation of the organization elements within the Public Works Branch/Construction Unit when no longer required.
- ✓ Ensure that all required forms, event logs and reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial records; forward copies to Finance Section Chief.
- ✓ Ensure that all unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Provide a contact number as to where you can be reached before leaving the EOC.

PUBLIC WORKS/ENGINEERING UNIT

(Infrastructure Assessment)

The Public Works Branch/Engineering Unit is responsible for supporting field operations as staff assesses damage to the City's infrastructure. Specifically, this includes inspecting roadways, water and sewage systems, clearing debris and restoring essential services.

This chapter explains the function and responsibilities of the Public Works Branch/Engineering Unit within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The Assistant City Engineer or designee and selected staff from Public Works generally serves as the Public Works Branch/Engineering Unit as specified in the emergency plan. Within the SEMS/NIMS structure, the Public Works Branch/Engineering Unit reports to the Operations Section Chief and should work closely with the Construction Unit, Logistics Section and Planning/Intelligence Section.

OBJECTIVES

- ✧ Identify vulnerable facilities, roadways and utility systems within the City.
- ✧ Coordinate the restoration of utility services.
- ✧ Support damage assessment activities.
- ✧ Assess the use of damaged facilities within the City.

RESPONSIBILITIES

- ✧ Assign inspectors to assess the damage to the City's infrastructure.
- ✧ Arrange for the repair of essential roads, bridges, overpasses, and underpasses.
- ✧ Coordinate the announcement of road closures and unsafe structures with the Public Information Officer.
- ✧ Review Standard Operating Procedures for the Public Works Branch/Engineering Unit.
- ✧ Ensure that engineering interests are represented in EMO policy and priority-setting discussions.
- ✧ Render assistance to the community as required.

Start Up Actions

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the Operations Section Chief.
- ✓ Obtain a briefing on the situation.
- ✓ Set up a work station, including maps and status boards. Use the Public Works Branch/Engineering Unit EOC kit and on-site supplies.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Review the City's policy for what level of inspection will be needed.
- ✓ Establish a communication network for inspectors in the field.
- ✓ Determine current status of Public Works Branch/Engineering Unit operations and resources.
- ✓ Brief and assign tasks to the Public Works Branch/Engineering Unit.
- ✓ Use face-to-face communication in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of actions, decisions and messages.
- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Public Works Branch/Engineering Unit. Clearly establish action items to be accomplished with assembled personnel.
- ✓ Assist in the development of the objectives for the Operations Section EMO Action Plan in support of field/EOC operations.
- ✓ Dispatch inspectors to survey bridges, overpasses, underpasses and roadways for damage.
- ✓ Determine and document the status of transportation routes into, within and outside the affected areas.

- ✓ Coordinate repair to essential bridges, underpasses and roadways through Public Works maintenance.
- ✓ Activate public, contractual and volunteer forces, if necessary.
- ✓ Advise Section Chiefs on the location of hazardous structures where evacuations of people are necessary.
- ✓ Work with Logistics Section to obtain and allocate material required to support emergency operations.
- ✓ Keep Operations Section Chief abreast of Public Works/Engineering Branch activities.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Authorize the deactivation of the organization elements within the Public Works Branch/Engineering Unit when no longer required.
- ✓ Ensure that all required forms, event logs and reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial records; forward copies to Finance Section.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Provide a contact number as to where you can be reached before leaving the EOC.

MEDICAL BRANCH

The Medical Branch is responsible for minimizing the loss of life and human suffering by ensuring timely medical response, treatment and the transport of disaster victims.

This chapter explains the function and responsibilities of the Medical Branch within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. A Lieutenant from Public Safety or designee generally serves as the Medical Branch Leader as specified in the emergency plan. Within the SEMS/NIMS structure, the Medical Branch Leader reports to the Operations Section Chief and should work closely with other Operations Section Branches and other Sections.

OBJECTIVES

- ✧ Coordinate medical response within the City.
- ✧ Coordinate and manage the allocation of available disaster medical and health resources to support disaster and health operations within the City.

RESPONSIBILITIES

- ✧ Provides medical advice to EMO staff in their response planning efforts.
- ✧ Prepare comprehensive reports on the status medical operations within the City.
- ✧ Coordinate medical logistics.
- ✧ Maintain status information on regional hospitals and local medical clinics.
- ✧ Prepare plans for assistance of medical providers as needed.
- ✧ Procures public and private medical equipment and resources and coordinates all tactical operations of triage.
- ✧ Establish temporary morgue facilities as necessary.
- ✧ Provide coordination of medical care centers for emergency workers.
- ✧ Coordinate with the other Operations Branches, the Logistics Section, regional, state and federal authorities for provision of casualty evacuation.

- ✱ Coordinate the transportation of injured victims to appropriate medical facilities as required.
- ✱ Maintain the status of all unassigned medical and health resources within the City and County.
- ✱ Coordinate the mobilization and transportation of all resources through the Logistics Section.
- ✱ Ensure medical interests are represented in EMO policy and priority-setting discussions.
- ✱ Render assistance to the community as required.

Start Up Duties

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the Operations Section Chief.
- ✓ Obtain a briefing of the situation.
- ✓ Set up a work station, including maps and status boards. Use Medical Branch EOC kit and on-site supplies.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Determine current status of Medical Branch operations and resources.
- ✓ Brief and assign tasks to the Medical Branch.
- ✓ Use face-to-face communication in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of actions, decisions, and messages.
- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Medical Branch. Clearly establish action items to be accomplished with assembled personnel.
- ✓ Assist in the development of the objectives for the Operations Section EMO Action Plan in support of field/EOC operations.
- ✓ Obtain information and prioritize medical incidents.
- ✓ Determine the extent of medical casualties.
- ✓ Assess current and potential medical problems.
- ✓ Ensure that public health and medical information updates are provided to the Planning/Intelligence Section.

- ✓ Coordinate with Santa Clara County Operational Area/Medical Coordinator to determine medical resources availability. Prioritize sites for response.

- ✓ Determine Medical personnel required:

- Physicians
 - Nurses
 - Paramedics
 - EMT's
 - Volunteers

- ✓ Determine availability of medical facilities, equipment and supplies.

- Hospitals**

- Hospital specialized areas of expertise (burn units, etc.)
 - Number of beds available per hospital.

- Other medical facilities**

- Medical Clinics
 - Physician Offices
 - Veterinary Clinics
 - Pharmacies
 - Medical Supplies
 - Life flight/other helicopters

- ✓ Contact local physicians, dentists, veterinarians, emergency medical clinics, and medical office sites for availability for medical support.
- ✓ Initiate medical requests for supplies and equipment as needed.
- ✓ Set up morgue facilities, if not established by Coroner's Office.
- ✓ Update status boards with information on medical personnel, facilities and equipment available and their locations.
- ✓ Inform and update Santa Clara County Operational Area on estimated number of injured and dead in Sunnyvale.
- ✓ Coordinate with the Santa Clara County Operational Area Public Health Coordinator on matters requiring assistance from other jurisdictions.
- ✓ Coordinate with the Santa Clara County Operational Area Public Health Coordinator on matters requiring the relocation of special needs populations from damage or untenable health care facilities.
- ✓ Coordinate with the Logistics Section to acquire additional transportation for the injured, as needed.

- ✓ Coordinate health related activities among other local public and private response agencies or groups.
- ✓ Disseminate reports and warning information to the general public on methods to purify water, health hazards, safety concerns, areas of the City to avoid, preventative health care, as appropriate.
- ✓ Coordinate medical care centers for emergency workers.
- ✓ Review status boards periodically and coordinate response to public health situations as required.
- ✓ Check with Public Works Branch on water quality reports and solid waste disposal concerns.
- ✓ Keep Operations Section Chief abreast of Public Safety/Medical Branch activities.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Authorize the deactivation of the organization elements within the Medical Branch when they are no longer required.
- ✓ Ensure that any required forms, event logs and reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial records; forward copies to Finance Section.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure that staff and volunteers receive debriefing and counseling if needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Provide a contact number for where you can be reached before leaving the EOC.

CARE AND SHELTER BRANCH

The Care and Shelter Branch ensures that plans are in place to open, operate and close a mass care facility under the auspices of the American Red Cross, Santa Clara Valley Chapter.

This chapter explains the function and responsibilities of the Care and Shelter Branch within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The Leisure Services Manager from Parks and Recreation or designee generally serves as the Care and Shelter Branch Leader as specified in the emergency plan. Within the SEMS/NIMS structure, the Care and Shelter Branch reports to the Operations Section Chief, coordinates the activities of the Care and Shelter Branch and works closely with other Operations Section Branch and the Planning/Intelligence Section.

OBJECTIVES

- ✧ Identify the care and shelter need of the City.
- ✧ Coordinate opening, staffing and support of City designated public shelters.
- ✧ Coordinate feeding of City employees and disaster service workers in the field.

RESPONSIBILITIES

- ✧ Coordinate activation of public shelters.
- ✧ Coordinate management and support of public shelters prior to or in absence of American Red Cross, Santa Clara Valley Chapter, assumption of financial responsibility.
- ✧ Arrange for a structural safety inspection of the designated facility.
- ✧ Maintain record of costs, personnel, and clients. Document the process and decisions leading to activation.
- ✧ Provide food handling and mass feeding in emergency facilities.
- ✧ Coordinate procurement, handling, preparation and provision of food for all occupants in the City's predesignated shelter.

- ✱ Document costs of services, food and equipment and provide the information to the Procurement Unit.
- ✱ Ensure that care and shelter interests are represented in EMO policy and priority -setting discussions
- ✱ Render assistance to the community as required.

Start Up Duties

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the Operations Section Chief.
- ✓ Obtain a briefing on the situation.
- ✓ Set up a work station, including maps and status boards. Use Care and Shelter Branch kit and on-site supplies.
- ✓ Review position responsibilities.
- ✓ Review the Memorandum of Understanding with the American Red Cross, Santa Clara Valley Chapter, and the school districts. The agreement outlines the process for initiating the opening of a shelter and who assumes financial responsibility for the shelter once it is opened.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Determine current status of Care and Shelter operations and resources.
- ✓ Use face-to-face communication in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of decisions, actions and messages.
- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Care and Shelter Branch. Clearly establish with assembled personnel action items to be accomplished.
- ✓ Assist in the development of the objectives for the Operations Section EMO Action Plan in support of field/EOC operations.
- ✓ Coordinate decision to activate City designated public shelters with Operations Section Chief.

If the City makes the decision to open a shelter, the City is financially responsible for all shelter operations costs. If the shelter opening is

coordinated with and approved by the American Red Cross, Santa Clara Valley Chapter, they will assume the financial responsibility for the shelter.

- ✓ Establish communications and request American Red Cross liaison, if necessary.
- ✓ Coordinate with American Red Cross to ensure shelter management teams are organized and facilities are ready for occupancy and meet all health, safety and ADA standards. Provide transportation, if needed.
- ✓ Coordinate with appropriate school districts.
- ✓ Coordinate with Communications Unit for mobile radio support with SARES.
- ✓ Coordinate with Police Branch for security at shelter sites.
- ✓ Coordinate with Medical Branch for medical support at a City designated shelter.
- ✓ Coordinate with Construction Branch to inspect any building that will be used as a shelter.
- ✓ Determine status of all predesignated shelters.
- ✓ Advise Operations Section Chief of availability and conditions of predesignated shelter sites.
- ✓ Identify and designate sites for the temporary care and sheltering of institutionalized and/or special needs populations within the City.
- ✓ Ensure that each activated shelter meets the requirements as described under the Americans with Disabilities Act.
- ✓ Designate an individual to serve as Shelter Coordinator at each site to be opened.
- ✓ Brief Shelter Coordinator.
- ✓ Arrange for a facility inspection prior to use to protect both the owner and user against damage claims.
- ✓ Provide appropriate Ark Activation Packet from Care & Shelter Branch EOC kit.
- ✓ Coordinate with Planning/Intelligence Section and Public Information Officer for public information and announcements concerning the shelter sites.
- ✓ Advise Operations Section Chief when shelter(s) are operational.
- ✓ Determine special public health related needs associated with the shelter.

- ✓ Assist other care and shelter agencies with essential services and other logistical support.
- ✓ Receive, shelter, and care for evacuees and call for needed supplies, equipment, and support services.
- ✓ Periodically poll staff at each shelter to determine evacuee load and support requirements.
- ✓ Arrange for the registration of evacuees, the listing of casualties, and handling welfare inquiries. Coordinate with the American Red Cross, Santa Clara Valley Chapter and Salvation Army.
- ✓ Provide food, supplies, and equipment needed by shelters.
- ✓ Coordinate with the Communications Unit to provide communications where needed to link the mass care facility, to the EOC and other key facilities.
- ✓ Coordinate with the Transportation Unit for the transportation needs of those sheltered.
- ✓ Prepare, in cooperation with other departments and jurisdictions, summary reports as needed for transmission to the Santa Clara County Operational Area.
- ✓ Request assistance from the Santa Clara County Operational Area and Care and Shelter Coordinator as needed.
- ✓ Continue to reassess needs and disaster conditions.
- ✓ Coordinate the relocating and closing of the shelter with the American Red Cross.
- ✓ Keep Operations Section Chief abreast of Public Safety/Care and Shelter Branch activities.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Authorize the deactivation of the organization elements of the Care and Shelter Branch when no longer needed.
- ✓ Ensure that any required forms, event logs and reports are completed and forward them to EOC Coordinator.

- ✓ Assemble and check financial records; forward copies to Finance Section.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure that staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Provide a contact number as to where you can be reached before leaving the EOC.